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ABSTRACT

This document presents the 2002-2007 California statewide plan for use of LSTA (Library Services & Technology Act) funds. The first section provides an overview of the planning process, including environmental scan, needs assessment, involvement of stakeholders, other factors, and the monitoring plan. The second section presents the California State Library mission statement and its mission for the LSTA program. The third section identifies the following priority needs and lists sample solutions: (1) Californians need more access to quality education throughout their lives so that they can achieve their own life goals and be productive members of society; (2) Californians need better availability and understanding of technology systems and electronic resources to fulfill their need to learn from all types of library services and resources; (3) Californians, wherever they live, need library services and staff that are responsive to their diverse needs; (4) Californians with disabilities need full access to library services and materials through libraries of any type; and (5) the rapidly changing demographics of Californians require that California libraries continually review and revise their services to maintain their relevance. The fourth section outlines LSTA purposes. The fifth section describes five goals for LSTA, relating to the identified needs; LSTA purposes addressed, evaluation plan, and program portfolio are summarized for each goal. Contains a glossary. (MES)

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# CALIFORNIA

# STATEWIDE PLAN FOR USE

# OF

# LIBRARY SERVICES & TECHNOLOGY ACT FUNDS

## 2002/03- 2006/07

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State Librarian of California

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# *CALIFORNIA*

# *STATEWIDE PLAN FOR USE OF LSTA FUNDS 2002/03 to 2006/07*

## OVERVIEW of LSTA[1] PLANNING PROCESS

***Environmental Scan***

In fall 2000, the Library Development Services (LDS) Bureau of the California State Library (CSL) commissioned an environmental scan to identify key thematic issues for the following five to ten years, including societal problems, technology, the underserved and the role of libraries in future responses to these issues. This research was to assist CSL in assessing the current LSTA five-year state plan and developing the next.

A local research firm was hired to interview thirty visionaries and leaders who were selected by a CSL committee. An effort was made to include people from as many occupational sectors as possible and to be inclusive in regard to race, ethnicity, and gender. The interviewees were three academics, three business leaders, two newspaper columnists, the manager of a TV station, an environmental activist, directors of two non-profit organizations, three futurists, two university librarians, a representative of the Gates Foundation, three elected officials, two public safety officials, two experts on rural policies, three technology experts, and an expert on transportation and city planning. The researchers conducted a 20-30 minute interview with each participant, using a questionnaire they had designed with input from LDS.

The *Final Summary Report of In-Depth Interviews with Visionaries and Stakeholders*, October 2000, reports that:

- Six issues were identified:
    - Economic gap between "haves" and "have nots"

[1] The Library Services and Technology Act (LSTA), PL 104-208, provides federal funding to libraries through the Institute of Museum and Library Services, a federal agency, to state library agencies. These state agencies then grant funds to individual libraries and to groups of libraries. In California, the state library agency is the California State Library (CSL); the Library Development Services (LDS) Bureau of CSL is responsible for the LSTA program.

In order to receive LSTA funds, state library agencies are required to submit five year plans that show how the use of the funds fits one or more of the LSTA purposes and relates to the state's library development goals. The plan must also explain the process used in its development and the evaluation that will be done of both the state plan and the individual library programs.

- Increased diversity and growth in the population
- Quality of education and literacy
- Technology benefits and challenges
- Partnerships & collaboration
- Staying relevant (providing services and programs responsive to the community and having the community aware of them)

- Six remedies were identified:

  - Providing access to Internet and other electronic resources and training in their use for poorer and/or less technologically advanced members of the community
  - Providing materials and services to non-English speaking populations
  - Serving as a community hub for job information, public debate, and cultural events
  - Supporting educational efforts with after-school programs, online learning, and literacy training
  - Establishing partnerships & collaborating with other agencies and organizations
  - Conducting community needs assessment and marketing to keep the community aware of the library and the library in touch with local needs

***Needs Assessment***

- During 2001, a textual analysis was made of ten needs assessment and planning documents commissioned by the CSL over the past 5 years. These included reports on focus groups of teens on their library perceptions and needs, a "rural listening project," a statewide staff continuing education needs assessment, a study of the California Literacy Campaign, and regional surveys on the effects of media awareness campaigns.
- In January 2002, a state-wide needs assessment was done based on the issues and remedies identified in the environmental scan and the ten documents. The directors of all types of libraries and library systems/ regions throughout California were invited to respond to a web-based survey designed to determine both the relevance of the issues and remedies identified in the environmental scan and the ways that LDS could best use LSTA funds to satisfy local needs. In addition, all members of the California Association of Library Trustees and Commissioners were sent the survey by US mail.
- 295 of the 1488 libraries of all types and systems/regions surveyed, responded for an overall response rate of 20%. Of these, 71% of public libraries and 50% of library systems/ regions responded. In addition, 86% of the trustees responded.

- The needs identified by the survey as most significant, and the key findings of the aforementioned needs assessment documents, form the basis of the needs statements in this plan.

***Involvement of Stakeholders***

- An internal LSTA Planning Group was charged with guiding the next steps of the multi-year planning process. The members are: Mark Parker (Bureau Chief), Liz Gibson (Asst. Bureau Chief), Jay Cunningham (LSTA Coordinator), Carla Lehn (Library Literacy Consultant), Bessie Condos Tichauer (Children & Youth Services Consultant), Barbara Will (Library Programs Consultant) and Diana Paque (Library of California Director).
- The full LDS professional staff reviewed the draft plan at four stages: mission, needs, goals and possible solutions, and draft total plan.
- An LSTA Plan Advisory Committee of twelve librarians, trustees, and Library of California Board members was convened to work with the staff Planning Group. The members were selected by LDS to represent varying types and sizes of libraries as well as different regions of the state and a mix of rural/urban areas. The committee met in December 2001 to approve the needs assessment survey instrument and to discuss the mission statement and general LSTA goals. In July 2002, the committee members reviewed the plan that follows.
- The California State Advisory Council on Libraries (LSTA Advisory Council) heard reports and gave advice at twice yearly meetings from late 2000 through July 2002. The Council reviewed the needs assessment and planning proposals in 2001 and reviewed the draft plan in July 2002.
- The entire California library community was asked – by email -- for comments on the draft plan during July 2002. The draft was mounted on the State Library website as well as mailed to stakeholders.

***Other Factors in the Planning Process***

- A planning and evaluation consultant was hired in 2001 to facilitate the staff planning group and the advisory committee through the IMLS mandated process.
- At the end of 2001, a two-part evaluation of the current LSTA plan was undertaken. LDS contracted with one consultant for each part, with both evaluations done simultaneously. The first was an analysis of the level of congruity between LSTA-funded projects and the current LSTA plan. The other was an in-depth qualitative assessment of four selected LSTA projects. An LDS consultant analyzed the evaluations and wrote the report which was submitted to IMLS in April 2002.
- A review of the LSTA grant making process is underway. A web survey was done to identify the obstacles to applying for LSTA grants and ways that LDS can assist libraries re LSTA.

***Communication Plan***

| Message | Stakeholders | Channel | Timing/Intervals | Feedback |
|---|---|---|---|---|
| Drafts of the Five-Year Plan | Library directors, library prof'l organizations, LoC Regional Library Networks, CLSA Systems, LoC Board, user representatives (LSTA Plan Advisory Comm) | Distributed directly to named groups and published on CSL Web site. | Distributed July 1, with feedback deadline of July 19. | Review and feedback |
| Final Five-Year Plan | All public, academic and special libraries and selected school libraries, users, and groups in draft review above | Published in print format and on CSL Web site | Will post when submitted to IMLS; when approved by IMLS, will be published in hard copy and distributed. Will be available via Web site throughout Five-Year period | Annually will invite comments – particularly from LSTA Adv.Council Will log comments & address appropria-tely through out period of this Plan |
| "Substantive" Revisions to the Plan | IMLS; LSTA Adv. Council, and those in draft review above | Written changes to IMLS, after discussion with rest of stakeholders. Changes in revised plan | According to the LSTA: not later than April 1 of the fiscal year preceding the fiscal year for which the amendment will be effective. Replaces or amends Five-Year Plans | Approval of revision by State Librarian and IMLS |
| Results, products, and benefits of implementing the plan | All types of stakeholders, including users | CSL Connection newsletter & Web site; CLA & other presentations; LSTA Adv. Council Meetings | Provide updates; highlight significant project results; publish info. on use of Outcomes in proj. management and evaluation | Obtain insight on benefits and prepare for use by various stakeholder groups. |

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***Monitoring Plan***

- One expected result of the current review of the LSTA grant award process is revised reporting and monitoring forms and reporting schedules for individual projects.
- Progress toward accomplishment of the goals set forth in this plan will be assessed annually, using the evaluation methods indicated for each goal.
- The LSTA Advisory Council will review the progress made toward accomplishment of the goals each year at its November meeting and will take such progress into account when recommending priorities for the following grant cycle.

## MISSION STATEMENTS

***California State Library Mission***

The California State Library is California's public research library that helps a diverse people, their governments, and their libraries meet their knowledge and information needs. (*California State Library Strategic Plan, revised June 2001, p.3)*

***Library Development Services' Mission for the LSTA Program***

The Library Development Services Bureau of the California State Library administers the LSTA program to serve California's libraries and networks of all types with grants, statewide programs, and technical assistance so that

- Libraries throughout California can effectively support their current and potential users and meet the needs of their diverse communities;
- All Californians have equitable access to the widest array of library and information services; and
- Individuals and communities are empowered to reach their fullest potential.

## IDENTIFIED PRIORITY NEEDS & SAMPLE SOLUTIONS

**Need 1**: Californians need more access to quality education throughout their lives so that they can achieve their own life goals and be productive members of society.

**Examples of Solutions** (in alphabetical order):

--Classes, workshops and training programs for all ages
--Collaboration with other cultural/ educational providers to distribute events through distance modes
--Community-relevant marketing of educational resources available
--Deployment of distance learning
--Development of evaluation tools for online courses specific to library context
--Electronic homework assistance programs
--Functional literacy services
--Increased multi-type library resource sharing
--Intergenerational library programs including family literacy activities and training
--One-on-one and small group literacy tutoring
--Ongoing assessment of the education needs of the library's clientele
--Print and electronic materials in appropriate languages
--Public library/work place collaborations that support literacy improvement
--School curriculum support by all types of libraries serving students
--Collaboration among school libraries and other types of libraries
--Subsidies for initial start up costs for high speed connections necessary for webcasting and other online learning
--Support for libraries to distribute their programs for staff and patrons through distance modes
--Training and technical assistance for libraries on conducting community needs and assets assessment
--Training and technical assistance for libraries on how to develop community partnerships

**Need 2**: Californians need better availability and understanding of technology systems and electronic resources to fulfill their need to learn from all types of library services and resources.

**Examples of Solutions** (in alphabetical order):

--Development of an infrastructure supporting statewide access to electronic resources
--Development of electronic networks to enable resource sharing
--Development of library-centric databases and finding tools
--Development of templates for automation systems that are standards-based in accordance with statewide resource sharing protocols
--Digitization of special collections

--Increased interlibrary collaboration to expand resource base
--Providing increased, affordable access to the Internet
--Providing increased availability of electronic resources
--Subsidizing initial start-up costs for high speed connections
--Training in use of computers and electronic resources

**Need 3**: Californians, wherever they live, need library services and staff that are responsive to their diverse needs.

**Examples of Solutions** (in alphabetical order):

--Deploying training offerings through a variety of delivery modes including distance learning to ensure statewide access
--Development of a library practitioner certificate program for library paraprofessionals
--Implementation of recommendations to improve rural library services
--Internship program encouraging new students to pursue professional library careers
--Leadership training and mentoring for future library leaders
--Programs to overcome barriers to participation in training programs such as creative scholarship programs, underwritten staff substitute programs, and design of strategies and incentives to increase likelihood of staff participation
--Statewide recruitment campaign for new librarians and paraprofessionals
--Strategic/formal planning processes
--Training for current library staff and trustees in areas identified by various continuing education needs assessments
--Training libraries in methods to serve diverse populations

**Need 4**: Californians with disabilities need full access to library services and materials through libraries of any type.

**Examples of Solutions** (in alphabetical order):
--Development of community partnerships including public/private partnerships
--Provision of adaptive technologies
--Provision of special formats for library materials
--Public awareness campaigns to promote library services to people with disabilities
--Statewide program to assist libraries of all types in developing and adapting services for people with disabilities
--Statewide program on universal accessibility

--Support for libraries in hiring local staff with disabilities so that patrons with disabilities see that they are welcomed and understood
--Training for staff in working sensitively with patrons with disabilities
--Training in outreach to the disabled community

**Need 5**: The rapidly changing demographics (social, cultural, ethnic, geographic, economic, and educational level, etc.) of Californians require that California libraries continually review and revise their services to maintain their relevance.

**Examples of Solutions** (in alphabetical order):
--Implementation of outcomes measurement techniques as a facet of evaluation
--Multi-type collaboration on testing of technology-based solutions
--Multi-type library resource sharing
--New approaches to serving specific library client groups
--Outreach to non-users to help them become library users
--Projects testing and demonstrating new and/or revised services to meet the changing needs of Californians
--Public awareness campaigns to promote services to populations that have not traditionally used the library
--Responsive services to limited and non-English speakers
--Rural and urban library services development and expansion
--Training programs and workshops to emphasize community-based planning

## LSTA PURPOSES

The Library Services and Technology Act (LSTA), PL 104-208, has two main purposes. The first, "technology, networking, and resource sharing, " has five specific priorities. The second, "targeting library and information services," has one specific priority. In this document, those six different priorities are referred to as purposes one through six.

1. Establishing or enhancing electronic linkages among libraries.
2. Electronically linking libraries with educational, social, or information services.
3. Assisting libraries in accessing information through electronic networks.
4. Encouraging libraries in different areas, and encouraging different types of libraries, to establish consortia and share resources.
5. Paying costs for libraries to acquire or share computer systems and telecommunications technologies.
6. Targeting library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children (from birth through age 17) from families with incomes below the poverty line (as defined by the Office of Management and Budget and revised annually in accordance with section 673(2) of the Community Services Block Grant Act (42 USC 9902(2).

## CALIFORNIA'S GOALS FOR LSTA

**LSTA GOAL #1**: Enable libraries to provide their clientele with equitable access to lifelong education through development of children, youth, adult, and family literacy services; after-school programs for children and youth; innovative or enhanced school library programs; distance or online learning; and other educational resources so that all Californians can improve their education and achieve their life goals as lifelong learners, workers, family members and members of society.

**LSTA Purposes Addressed by this Goal**: 1, 2, 6

**EVALUATION PLAN [2] FOR GOAL #1**

**Key Outputs to Be Measured, with Targets and Data Collection Information:**

- By 2007, 1,000,000 California library users will have attended some form of lifelong learning event in a library or provided by a library. Data Collection Method and Schedule: Annual survey of California libraries re their event records.

- By 2007, 50% of California public library outlets will provide training on the public library's resources to staff in local community schools. Data Collection Method and Schedule: Collection and aggregation of results of California public library training records re the topic in 2004/05 and 2006/07.

- By 2007, 90% of public libraries will provide homework assistance for children/youth in grades 4 to12 during after-school hours. Data Collection Method and Schedule: Beginning in 2003/04, ongoing tally of public libraries re their service records.

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[2] In all Evaluation Plans below, the data collection methods defined are in addition to the standard State Library monitoring activities for each grant project awarded, which include reviewing quarterly reports of projects to assess progress toward the outputs/outcomes. This data will be compiled to an annual accumulation and then the data from all of the monitors will be aggregated annually as a part of the assessment of statewide progress toward achievement of each output/outcome.

Also note that the below are statewide outputs and outcomes. Other outputs and outcomes will be developed locally for each grant project.

- By 2005/06, at least 50 innovative literacy projects will be developed and tested in California libraries. Data Collection Method and Schedule: Annual, specialized survey of California libraries re their literacy programs.

- By 2005, at least 80% of Library of California (LoC) member libraries in each LoC region will provide access to distance education and/or online learning for staff training/continuing education. Data Collection Method and Schedule: Annual survey of LoC Regions re their distance education and online learning programs.

- By 2007, 75% of public libraries in California will review their library service policies to assess their position on providing their patrons with access to distance education and/or online learning curricula and/or resources. Data Collection Method and Schedule: Surveys, in 2004/05 and 2006/07 of public libraries re their policies, with focus on changes in this area.

- By 2007, 100 California public school outlets will enhance their library services. Data Collection Method and Schedule: Survey of public school libraries in 2004/05 and 2006/07 to determine this number.

- By 2007, 100 California public school libraries will provide access to library tools on their websites. Data Collection Method and Schedule: Survey of public school libraries in 2004/05 and 2006/07 to determine this number.

**Key Outcomes to Be Measured, with Targets and Data Collection Information:**

- By 2007, 50% of local community school staff will report that they have benefited from the use of public library resources. Data Collection Method and Schedule: Interviews with a sample of local community school staff at least twice throughout plan's life. Biennial review of results of pre- post-tests conducted by libraries.

- By 2007, 50% of students who participate in homework assistance programs will increase the amount of time spent using their local public library. Data Collection Method and Schedule: Annual survey of public libraries re their observations of participants, beginning in 2003/04. Interviews with a sample of students.

- By 2005/6, 70% of community members who participate in library literacy services in California will demonstrate both their ability to read more difficult material than they could before and their progress toward achieving their personal literacy goals. Data Collection Method and Schedule: Annual compilation of literacy participant records provided by project grant libraries.

- By 2007, 100% of California children in grades K-6 in schools where LSTA funds were used to enhance the school library program will report using their school library. Data Collection Method and Schedule: Beginning in 2003/04, biennial aggregation and analysis of school library usage records and review of results of project surveys of students.

- By 2007, 5,000 library staff statewide in all types of libraries will have participated in at least one training event locally, via distance education, and/or via online learning and will indicate their intent to participate in another such event. Data Collection Method and Schedule: Compilation of training records and participant surveys supplied by projects. Aggregation and analysis at least every two years.

- By 2007, patrons will have access to distance education and/or online learning curricula and/or resources in at least 50% of public libraries in California. Data Collection Method and Schedule: Use public library annual report to obtain information on availability of distance education and/or online learning curricula and/or resources, at least in 2003/04 and 2005/06. Aggregate and analyze statewide.

**PROGRAM PORTFOLIO FOR GOAL #1**

**Initial Set of Programs To Address This Goal**

1. **Functional Literacy Attainment**: Initially focus on testing and demonstration of techniques to improve adult and family literacy skills through public libraries, but program will move beyond that in years three to five to focus such literacy services through libraries of all types, as appropriate to their own clientele.

2. **Support of Continuing Education for all Californians**: Coordinate with continuing education organizations of all types to a): periodically assess the education needs of Californians and then b): test methodologies for and provide access to training to meet those needs that are appropriately addressed through California libraries of all types.

3. **Deployment of Distance Learning**: Initially focus primarily on library staff by working through regional or statewide systems as well as individual libraries to increase the availability of distance learning options for use in continuing education.

4. **Curriculum Support**: Projects to provide of homework assistance through public libraries during after-school hours; improve the services of existing school libraries, particularly through joint efforts with the California State Department of Education;

and increase the number of school library Web sites that provide access to general library tools (e.g. regional online reference services).

5. **School/Public Library Collaboration**: Work with the California State Department of Education and individual public libraries to train school library staff regarding the resources available to their curricular efforts through public libraries; to increase the number of effective school/public library collaborative services; and to increase the number of school library websites that offer general library tools (e.g. regional online reference services).

6. **Library Initiatives**: Encourage individual or groups of libraries of all types to develop projects to model and test additional services and activities to support this Goal.

**LSTA GOAL #2**: Support libraries' efforts to improve their clients' understanding and use of electronic library resources and services through development of, increased access to, and training about technology-based systems and resources.

**LSTA Purposes Addressed by this Goal**: 2, 3, 4, 5

**EVALUATION PLAN FOR GOAL #2**

**Key Outputs to Be Measured, with Targets and Data Collection Information:**

- By 2007, 80% of California libraries will be connected to two or more Internet-based services such as library catalogs, licensed databases, digital collections, remote patron authentication, and virtual reference. Data Collection Method and Schedule: In 2004/05 and 2006/07 survey all California libraries to tally the number connected to 2 or more Internet-based services.

- By 2007, 80% of Library of California member libraries will have access to low-cost or no-cost electronic information resources through participating in regional or statewide purchasing/resource sharing arrangements or through the development of electronic resources by/for the library community. Data Collection Method and Schedule: Survey of all Library of California libraries in 2004/05 and 2006/07.

**Key Outcomes to Be Measured, with Targets and Data Collection Information:**

- By 2007, 50% of respondents will report increased use of a library-based electronic services (two or more times in a six-month period). Data Collection Method and Schedule: Biennial compilation of results of use surveys from grant projects.

- By 2007, 75% of those people using library-based electronic information resources will report that they have benefited from that use. Data Collection Method and Schedule: Annual sampling and analysis of grant project records of results of their surveys of users.

**PROGRAM PORTFOLIO FOR GOAL #2**

**Initial Set of Programs To Address This Goal**

1. **Networking Infrastructure Development and Support**: Develop, test, and support networking improvements that work in conjunction with or supplement existing networks in California, as established by the Library of California Act, the California Library Services Act, Teale Data Center, California State University System, University of California, Community Colleges, Medical Libraries, private academic libraries, etc.

2. **Development and Deployment of Electronic Resources**: Work with existing services and/or develop new resources where necessary to increase the number of electronic resources that are made available to Californians by their libraries of all types.

3. **Training in Use of Computers and Electronic Resources**: Working primarily through already-existing providers, increase the knowledge and skills of staff in libraries of all types in the use of computers and electronic resources.

4. **Affordable Internet Access**: Field test ways that LSTA resources can assist California libraries in providing user access to the Internet in a manner that is both cost effective and user friendly.

5. **Library Initiatives**: Encourage individual or groups of libraries of all types to develop projects to model and test additional services and activities to support this Goal.

**LSTA GOAL #3**: Foster the availability of a trained and proficient library work force through such programs as statewide recruitment of new librarians and paraprofessionals, a library practitioner certificate program, and training for library staff in areas identified in various continuing education needs assessments, to assist Californians in obtaining the information services they need to improve their skills and knowledge.
**LSTA Purposes Addressed by this Goal**: 2, 5, 6

**EVALUATION PLAN FOR GOAL #3**

**Key Outputs to Be Measured, with Targets and Data Collection Information:**

- By 2007, 500 library staff members will have received support in securing their MLS degree. Data Collection Method and Schedule: Annual compilation and analysis of records supplied by libraries with staff members participating in the program.

- By 2007, 50% of staff members in participating libraries will have attended three or more workshops/institutes for in-service training. Data Collection Method and Schedule: Surveys, in 2004/05 and 2006/07, of training records supplied by libraries with staff participating in the program.

- By 2007, 250 staff members of California libraries will have received support in securing paraprofessional degrees. Data Collection Method and Schedule: Beginning in 2003/04 annual survey of records supplied by libraries with staff participating in the program.

**Key Outcomes to Be Measured, with Targets and Data Collection Information:**

- By 2007, 200 new librarians who participated in the support program will be employed in California libraries serving the public. Data Collection Method and Schedule: Beginning in 2003/04 annual survey of staff who received support.

- By 2007, 50% of respondents participating in those training programs will report and demonstrate new attitudes and skills in their delivery of service as a result of their participation in workshops/institutes supported by LSTA. Data Collection Method and Schedule: Followup questionnaire, annually, beginning in 2004, to staff who received support, for self-report assessment identifying the areas and quantity of improvement.

- By 2007, 100 paraprofessionals who participated in the support program will be employed in California libraries serving the public. Data Collection Method and Schedule: Beginning in 2003/04 annual survey of staff who received support.

**PROGRAM PORTFOLIO FOR GOAL #3**

**Initial Set of Programs To Address This Goal**

1. **Statewide Staff Recruitment Campaign**: Increase number of staff with specific library services training by cooperating with library schools, four-year colleges, and community colleges to continue and expand the current staff recruitment program into additional public libraries and into libraries of all types which serve the public.

2. **Library Staff Continuing Education**: Collaborate with library schools and other continuing education providers to develop, test and implement training programs/activities to improve the library service skills and knowledge of library staff of all types.

3. **Library Practitioner Certificate Program**: Coordinate with the Western Council of State Libraries and other organizations and academic institutions interested in the development of library staffing to complete modeling, testing, and implementation of the proposed Library Practitioner Certificate program.

4. **Rural Library Services Development Program Plan**: Complete implementation of the Rural Library Services Development Program Plan (2001-2004) through a combination of statewide and individual library projects/activities.

5. **Library Initiatives**: Encourage individual or groups of libraries of all types to develop projects to model and test additional services and activities to support this Goal.

**LSTA GOAL #4**: Encourage and assist libraries to aid people with disabilities in their communities to improve their skills, status, and life condition through projects that increase their access to more responsive library services, such as specific service planning programs and training, increased availability of adaptive technology, and access to materials in appropriate, specialized formats.

**LSTA Purposes Addressed by this Goal**: 2, 5, 6

**EVALUATION PLAN FOR GOAL #4**

**Key Outputs to Be Measured, with Targets And Data Collection Information:**

- By 2007, at least 2 staff persons in each public library will participate in a training program on library and information services for people with disabilities. Data Collection Method and Schedule: Survey of all public libraries in 2003/04 and 2007 re their training records.

- By 2007, at least 50 school library staff, 50 academic library staff, and 50 special library staff will participate in a training program on library and information services for people with disabilities. Data Collection Method and Schedule: Survey of school, academic, and special libraries re their training records in 2006 and 2007.

- By 2007, 20% of public library sites (i.e. main & branch locations) will have planned and implemented a service program for people with disabilities. Data Collection Method and Schedule: A 2006/07 survey of public libraries re their records of service implementation.

- By 2007, each participating library will receive at least one product or tool to assist it in serving people with disabilities. Data Collection Method and Schedule: Ongoing tally by CSL of products/tools provided to each library involved in the training program.

**Key Outcomes to Be Measured, with Targets And Data Collection Information:**

- By 2007, 50% of public library training participants will report and demonstrate new attitudes and skills in their delivery of library and information services to people with disabilities. Data Collection Method and Schedule: Followup survey of training participants, annually beginning in 2004/05, re actual service delivery improvements.

- By 2007, 50% of school, academic, and special library training participants will report and demonstrate new attitudes and skills in their delivery of library and information services to people with disabilities. Data Collection Method and Schedule: Compilation of annual reports from school, academic, and special libraries re their surveys of training participants, beginning in 2005.

- By 2007, 50% of participating public library sites will report 100% increase in usage by the target population. Data Collection Method and Schedule: Annual survey of participating public libraries re their usage records.

- By 2007, 20% of the citizens in 50% of participating public library sites will be aware that their local library provides accessible services for people

with disabilities. Data Collection Method and Schedule: Biennial sample survey of local people with disabilities in communities served by participating public libraries beginning in 2004/05.

- By 2007, 20% of participating libraries will have new and/or enhanced services to people with disabilities. Data Collection Method and Schedule: Sample survey in 2006/07 of people with disabilities in communities served by participating libraries.

- By 2007, 50% of people with disabilities who have used a local library service will report that the library and its services are more welcoming, relevant, and/or easy to use. Data Collection Method and Schedule: Compilation and analysis of surveys of users taken by libraries participating in the program.

**PROGRAM PORTFOLIO FOR GOAL #4**

**Initial Set of Programs to Address This Goal**

1. **Improving Library Services for Persons with Disabilities**: Develop, test, and implement a statewide project to increase responsive services to persons with disabilities, beginning in public libraries for the early years of this plan and then moving on to libraries of all types before the completion of this plan.

2. **Library Initiatives**: Encourage individual or groups of libraries of all types to develop projects to model and test additional services and activities to support this Goal.

**LSTA GOAL #5**: Encourage and support California libraries, through a variety of state and locally developed projects, to review and revise their services so they are best able to assist Californians in improving their skills, knowledge, status, and life condition.

**LSTA Purposes Addressed by this Goal**: 4, 5, 6

**EVALUATION PLAN FOR GOAL #5**

**Key Outputs to Be Measured, with Targets And Data Collection Information:**

- A minimum of 1,000 technology-based solutions will be tested in libraries of all types by 2007. Data Collection Method and Schedule: Annual survey of California libraries beginning in 2002/03.

- A minimum of 20% of libraries of all types (other than school libraries) will participate in a formal planning process and submit a copy of their plan t the State Library by 2007. Data Collection Method and Schedule: Survey of California libraries in 2003/04 and 2006/07

- A minimum of 25 school libraries will participate in a formal planning process and submit a copy of their plan to the State Library by 2007. Data Collection Method and Schedule: Annual survey of school libraries beginning in 2004/05.

- By 2007, 15% of libraries of all types which have completed a formal planning process will have made service changes/revisions to be more responsive to their community as a result of the process. Data Collection Method and Schedule: Biennial survey of California libraries re their users.

- 20 new public awareness campaigns will have been developed and implemented at the local, regional, or state level by 2007. Data Collection Method and Schedule: Survey of California libraries of all types in 2004/05 and 2006/07.

- By 2007, 500 participating libraries will offer new resources or services and/or improved access to their collections. Data Collection Method and Schedule: Beginning in 2004/05, conduct annual surveys of participating libraries.

**Key Outcomes to Be Measured, with Targets And Data Collection Information:**

- By 2007, 75% of users of all participating libraries that have used a formal planning process will report that the library meets their needs and that they plan to return. Data Collection Method and Schedule: Formal, outside followup study of library users, in 2004 and 2006, re level at which library now meets their needs.

- By 2007, at least 80% of residents of over 5 years of age in areas that have mounted a public awareness campaign will report that they have heard about the library. Data Collection Method and Schedule: Biennial, professional telephone surveys of residents.

**PROGRAM PORTFOLIO FOR GOAL #5**

**Initial Set Of Programs To Address This Goal**

1. **Community-based Library Services Planning**: Encourage both locally-generated and statewide projects which train library staff in the conduct and implementation of community-based library planning processes and assist in the implementation of formal, community-based planning by libraries of all types, with special, initial focus on supporting and strengthening existing school libraries.

2. **Serving Clients with Special Needs**: Encourage both locally generated and statewide projects to model, test, and implement more responsive services to library clients with special service needs.

3. **From Non-user to Library Patron**: Support development and testing of both locally generated and statewide projects to identify the needs of non-users that are not currently being met, to develop and test appropriate library services to respond to those, and to publicize these services to these new clientele.

4. **New Approaches to Meeting the Changing Library Needs of Californians**: Encourage locally generated and statewide projects which develop and test both technologically and non-technologically oriented solutions to meeting these changing needs.

5. **Library Services Awareness Campaigns**: Complete the currently planned library awareness campaigns and encourage the development of others as defined by libraries of all types.

6. **Library Initiatives**: Encourage individual or groups of libraries of all types to develop projects to model and test additional services and activities to support this Goal.

## GLOSSARY

Below are definitions of terms used in the LSTA five-year plan. These definitions have been selected for this context; terms may have other meanings not defined here.

**Accessible technologies** or **Adaptive technologies** *Technology which enables a person with a disability to be self-sufficient in a library. It includes any device or equipment which allows an individual to work or gain access to information independently. (Rubin, 2001)*

**California libraries** *Only libraries located in California are eligible for Library Services and Technology Act (LSTA) funding from the State-based program for LSTA administered by the California State Library. The library must also meet the definition of a library and other eligibility criteria (see below under "library.")*

**Clientele** *The persons who make up the community which the library is primarily responsible to serve. It refers to the general public only for public libraries. For other libraries, it refers to those persons that the specific library is primarily responsible to serve: generally students, faculty, and staff for academic libraries, etc.*

**Community** *Refers to the group of people making up the primary service population of the library. It does not necessarily refer to a city. For an academic library, it is the campus or college which the library is primarily responsible to serve. For a county law library, it is the attorneys, judges, and residents of the county. For a special library, it is the group of people, usually within the organization, which the library is primarily responsible to serve. For a school library, it is, primarily, the students and teachers of the school. For a public library, it is the residents of the city, county, or district which established the library.*

**Curriculum** *The course of study, courses, subjects, classes and organized group activities provided by a school, college, etc. (California Education Code)*

**Disability** *A condition that substantially limits a person's ability to perform one or more major life activities such as communicating, hearing, seeing, eating, walking, or working. (Americans with Disabilities Act 1990)*

**Distance learning program** *A program which utilizes one or more methods of delivering instruction from the instructor who is geographically distant from the student. Examples of distance learning offerings are courses offered electronically at off-campus sites through videoconferencing, interactive TV or satellite broadcasts; courses connecting the instructor directly with the student through the Internet; correspondence courses; etc.*

**Functional literacy** *A level of reading and writing sufficient to successfully complete everyday life tasks.*

**Increased library use** *Refers to an increase in any of the following: reference or reader's advisory questions answered; participation in library orientations or training; attendance at programs; in-library use of materials; use of online databases; number of library card holders; satisfaction or fill rate; inter-library loan or reserve requests; circulation of materials.*

**Library** *Includes publicly-funded and privately-funded academic libraries, public libraries, school libraries, and special libraries. For the purposes of the LSTA program administered by the California State Library, a library must have: a written explicit mission statement and service objectives; a fixed location in California; established hours of service; an organized collection of information and materials accessible for use by its primary clientele; designated, onsite, paid staff for library services; and an established funding base.*

**Library of California (LoC)** *The Library of California is a statewide program, established in 1999, to provide equitable access to library materials and information resources for all Californians. Administered by the California State Library, under the policy direction of the Library of California Board, this program has both a statewide component for infrastructure support and development, and a regional component for direct service delivery to and through libraries. Seven regional library networks provide the regional services specified in the Library of California Act.*

**Library of California (LoC) region** *For the purposes of multi-type resource sharing, California is geographically divided into seven regional library networks. The members of the network are the academic, special, public, and school libraries in that area of the state.*

**Library Services and Technology Act (LSTA)** *The Library Services and Technology Act (LSTA), PL 104-208, provides federal funding to libraries through the Institute of Museum and Library Services, a federal agency, to state library agencies. These then grant funds to individual libraries and to systems. In California, the state library agency is the California State Library (CSL); the Library Development Section (LDS) of CSL is responsible for the LSTA program.*

**Library use** *See "increased library use."*

**Literacy** *An individual's ability to read, write, and speak English, compute and solve problems at levels of proficiency necessary to function on the job and in society, to achieve one's goals, and develop one's knowledge and potential. (Literacy Act of 1991)*

**Online learning program** *A program that utilizes the Internet and the Web as a means of delivering instruction.*

**Public library/libraries** A library established under the public library provisions of the California Education or Government codes. Unless otherwise specified in this document, refers to the 179 California public library jurisdictions, not their 1100 service outlets.

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